

## Certificate of Express Mailing



"Express Mail" Mailing Label Number: EL573446999US

Date of Deposit: 11/07/2000

Ref: Case Docket No.: P3253

First Named Inventor: Alec Miloslavsky

Serial Number: 08/948,530

Filing Date: 10/09/1997

Title of Case: Apparatus and Methods Enhancing Call Routing To And Within Call-Centers

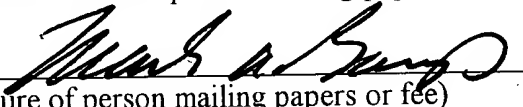
I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Amendment D.
2. Amendment transmittal.
3. Duplicate Amendment transmittal.
4. Certificate of express mailing.
5. Postcard listing contents.

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Mark A. Boys

(Typed or printed name of person mailing paper or fee)

  
(Signature of person mailing papers or fee)

"Express Mail" Mailing Label Number: EL573446999US

CASE DOCKET NO.

P3253

In reference to application of Alec Miloslavsky

Serial No. 08/948,530

For Apparatus and Methods Enhancing Call Routing To And Within Call-Centers

Sir:

Transmitted herewith is and an amendment in the above-identified application, under 37 C.F.R. 1.312.



- ☒ No additional fee is required.
- ☐ Small entity status of this previously submitted application under 37 CFR 1.9 and 1.27 has been established by a verified statement previously submitted.
- ☐ A verified statement to establish small entity status under 37 CFR 1.9 and 1.27 is enclosed.
- ☐ The fee has been calculated as shown below.

**** CLAIMS AS AMENDED****							
(1)	(2) Claims Remaining After Amendment	(3)	(4) Highest No. Paid For Previously	(5) Present Extra	(6) Rate Small Entity	(7) Rate Large Entity	(8) Additional Fee
Total Claims	7	Minus	** 20	0	\$ 9	\$ 18	\$ 0.00
Indep Claims	3	Minus	*** 3	0	\$ 40	\$ 80	\$ 0.00
<input type="checkbox"/> First presentation of a multiple dependent claim					\$ 0	\$ 0	\$ 0.00
Extension Fee	<input type="checkbox"/> 1st Month	<input type="checkbox"/> 2nd Month		<input type="checkbox"/> 3rd Month		\$ 0.00	
Total additional for claims and time extensions							\$ 0.00

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\*\* If the "highest Number Previously Paid For" in this space is less than 20, write "20" in this space.

\*\*\* If the "highest Number Previously Paid For" in this space is less than 3, write "3" in this space.

\*\*\*\* Multiple dependencies, if any, included in the above calculation.

\* If the entry in column 2 is less than the entry in column 4, write "0" in column 5.

☐ A check in the amount of 0.00 is attached.

☐ Charge \$ \_\_\_\_\_ to deposit account 50-0534. (A duplicate of this sheet is enclosed)

☒ Please charge any additional fees or credit overpayment to Deposit Account 50-0534. A duplicate of this sheet is enclosed.

Respectfully Submitted

Donald R. Boys  
Reg. No. 35074



11/09/00

2731  
2663  
17/E  
11/17/00  
DS

IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE

Art Unit 2739  
Examiner Huy D. Vu

In Re: Alec Miloslavsky  
Case: P3253  
Serial No.: 08/948,530  
Filed: 10/9/97  
Subject: Apparatus and Methods Enhancing Call Routing  
To And Within Call-Centers

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To the Commissioner of Patent and Trademarks  
Washington, D.C. 20231

Dear Sir:

**Amendment D**

**In the claims:**

All of the claims standing for examination herein are reproduced below. The claims herein amended are marked (Amended). Those claims left unchanged are marked (Unchanged).